

OBSERVATION REPORT #62

KPMG Consulting did not receive numerous responses on pre-order transactions during volume testing.

Issue

On October 17, 2000, KPMG Consulting submitted 8780 pre-order transactions for volume transaction testing. These transactions were projected to occur across the Verizon-NJ region in early 2001. KPMG Consulting expected to receive responses for all submitted pre-orders. However, KPMG Consulting only received responses on 98 percent of the submitted pre-orders. Of note, only 34% of Loop Qualification volume pre-orders received any response.

Table 1 summarizes the number of the submitted pre-orders and the responses received.

Table 1

| Transactions | | Transmitted by KPMG Consulting (A) | Responses from Verizon-NJ (B) | % of Responses (B/A) |
|--------------|--|---|-------------------------------------|-------------------------|
| Pre-Order | Address Validation (ADR) | 605 | 601 | 99% |
| | Customer Service (CSR) | 5876 | 5838 | 99% |
| | Schedule Inquiry Availability (DDA) | 714 | 705 | 99% |
| | Directory Listing (DLR) | 517 | 514 | 99% |
| | Loop Qualification (LQB) | 172 | 59 | 34% |
| | xDSL Loop (LXR) | 694 | 686 | 99% |
| | Feature & Service (PSA) | 202 | 200 | 99% |
| Total | | 8780 | 8603 | 98% |

Note: System Support Help Desk Trouble Ticket #138008 was sent to address this issue.

Assessment

Verizon's inability to provide pre-order responses may affect CLEC's ability to provide service to customers.